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231 W. KENNEDY AVE.  
MT. AIRY, N.C. 27030  
1-30-93

MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

93020361

Mr. Alfred Sikes, Chairman  
Federal Communications Commission  
1919 M St. NW  
Washington, D.C. 20554

Dear Sir:

REC'D  
MAR 10 1993

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REC'D  
MAR 10 3 21 PM '93

92-266

NEW YORK CITY

2  
7

# Cable firm restructures service, rates

By ANDREW HALL  
Courier-Post Staff

**MAPLE SHADE** — TKR Cable Company announced Thursday it will raise rates as it restructures its services.

The company provides cable service to 11,600 customers in Maple Shade, Gloucester City, Mount Ephraim and Brooklawn. Customers are currently charged \$19.25 a month for 35 channels in all towns.

Beginning April 1, the company will restructure the way in which it provides its service. It will charge \$13 to receive what it calls Broadcast Basic, which will cover nine local channels that can be received with an antenna. For an additional \$1, customers will receive the Superstation Tier which adds WWOR in Newark and WTBS in Atlanta, said general manager Dwayne D. Patterson.

The cable channels like CNN, MTV, Comedy Central and the new Sci-Fi channel will be available as part of the Advantage Tier which will cost an additional \$6.25 in Maple Shade and \$9.75 in the Gloucester City area.

The changes bring the total price

*mmB*  
**RECEIVED**

**MAR 22 1993**



**Splash  
into an O  
of Fun  
Collect St.**

THIS SIDE FOR ADDRESS  
FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

*Chairman*

*Federal Communications Commission*

**MAIL  
INVEST  
COMM**

**MAIL**

**R**

Mrs. JOHN C. SARGENT • 904 DuPont Road • WILMINGTON, DELAWARE 19807

EX PARTE OR LATE FILED

Dear Sir:

92-2693030429

Our cable rates are exorbitant!  
Since moving to Delaware eleven years

50 1 1.1.0

*Lipman Law Office*  
*2108 Crescent Drive*  
*San Diego, CA 92108*  
*4703*

18-31 02/01/93 EAU

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MAR 22 1993

FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY

USA 19

*Federal Communications Commission*  
RECEIVED

Attn:

Regulation Personnel.

Our Eau Claire Commission  
just set up a 3 tiered option  
the lowest Price being for  
fixed income and for  
people. However to adjust  
our cable they will charge  
\$10.00 to charge the  
program for each individual

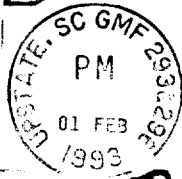
Is there anything  
the Commission can do  
to regulate this  
nonably? It isn't  
helping anyone. Every  
body is disconnected  
but some cant afford  
\$10.00 charge. We  
need help!! Please  
respond

Sincerely  
Lipman Hecfrence  
2168 Crescent Ave  
Eau Claire Wis 54703

2-1-5

92-266

03020233



No. of Copies rec'd 0  
A B C D E

USA 19

*Federal Communications Comm.  
Mass Media Bureau  
Complaints & Investigations Br.  
Washington, D.C. 20554*



FY PARTE OR LATE FILED 506 Lemo Beach St

10/26/92	PREVIOUS BALANCE	14.00
11/03/92	PAYMENT - THANK YOU	14.00 CR
11/26/92	MONTHLY SERVICE CHARGE	16.00
EX PARTE OR LATE FILED		
PAY THIS AMOUNT-->		16.00

a 14.2<sup>+</sup>% INCREASE!!  
1997 DEC 3 AM 12:00 I thought  
CONGRESS was endeavoring to  
CONSTRAIN the CABLE INDUSTRY

DON'T MISS THE CHANCE TO SEE THE LEGENDARY DIANA ROSS IN A

LOCAL OFFICE: A Sammons business office, centrally located, will be maintained and will be open to receive applications for service, payment of bills, complaints or inquiries, and to transact other routine system business during normal business hours. **PROGRAM CONTENT:** We are required to retransmit signals as we receive them. Therefore, some program duplication is possible from Network Affiliated stations, under current F.C.C. Regulations. **Billing Practices:** Monthly service fees are due each month on the date shown on the front side hereof. Services may be terminated for non-payment after a disconnect notice has been mailed to your service address. A collection charge \* may be added if you wait to pay the amount in arrears when our serviceman arrives to disconnect service. Dishonored negotiable instruments (i.e., bad checks) may result in disconnection without additional notice. We will grant credit on a prorated basis for service outages in excess of 48 continuous hours for all valid claims made by subscribers within ninety (90) days following the outage. Billing disputes must be registered with our local manager in writing within thirty (30) days of the due date. Undisputed portions of bills must be paid promptly to avoid disconnection. Our local manager will investigate all claims and respond in writing within (30) days of the due date. Undisputed portions of bills must be paid promptly to avoid disconnection. Our local manager will investigate all claims and respond in writing within twenty (20) working days. **BILLING PROCEDURES:** The top portion of this bill must accompany each payment to assure proper credit is given. Fees will vary from one customer to the next depending on services received. Billing begins when the installation is completed. The subscriber becomes delinquent in his payment 30 days after the first of his service month. At that time, a notice conforming to applicable laws and regulations will be sent allowing a grace period before disconnection of service. Inquiries regarding billing can usually be handled quickly and efficiently by customer service personnel. However, questions not handled promptly should be addressed to the manager in writing in order to avoid disconnect. **SERVICE FEES:** A. Transfers - When a subscriber moves from one address within the franchised area to another address within the franchised area and there is no lapse in service, a transfer charge will be made in accordance with the rates specified on our current rate card. A rate card is available at our local business office. B. Reconnects - Subscribers desiring restoration of service at same location shall first pay off any past indebtedness. A reconnect charge, per established rates, shall be paid by the subscriber. C. Relocation or extension of cable - When a current subscriber requests that a standard extension or relocation of his cable be made. A standard charge will be made - Non-standard relocations will be at Sammons cost, plus 10%. D. Primary outlet, monthly charge. E. Additional outlets, monthly charge for each. **OWNERSHIP OF FACILITIES:** All facilities and equipment, including but not limited to such things as amplifiers, converters of Pay TV decoders, junction boxes, cable and wire, furnished by Sammons to the subscriber for provision of cable television service remain the property of Sammons and are furnished subject to the following conditions: A. Such facilities and equipment shall be reasonably used only by the subscriber and shall be returned to Sammons on demand in good condition, except for reasonable wear and tear. B. Subscribers shall not rearrange, disconnect or remove appurtenant equipment provided by Sammons except upon the written consent of Sammons. Where such rearrangement, disconnection, removal or other changes in such appurtenant equipment are discovered, a charge will be made as though the work had been performed by Sammons. **SUBSCRIBER OWNED EQUIPMENT:** Facilities furnished by Sammons may be connected to Subscriber facilities.

WHAT IS CORRECT??

~~EFFECTIVE APRIL~~

YOUR 1993 CABLE TV MONTHLY RATE

## Important Channel & Rate Information

### BASIC

- *Lowest level of service*
- *9 channels*
- *\$10.00 per month*

*An affordable level of service, primarily for those interested in improved reception of broadcast stations, public access and community programming. You must subscribe to this level to receive Expanded Basic.*

### EXPANDED BASIC

- *Our best cable entertainment value*
- *21 channels*
- *\$9.75 more per month*

*Cable's best entertainment channels.*

Premium Service and Pay-Per-View are available with Basic or Expanded Basic.

*Pricing, programming and packaging are subject to change.  
Applicable franchise fees and taxes will apply.*

**CableVision**  
OF BATON ROUGE

Customer Service  
**923-3500**

## **We're Making Important Changes for the Future of Your Cable**

*(Please see back for information on your current level of services)*

Dear Valued Customer:

In response to the 1992 Cable Act, as well as customer requests and comments, we have reconfigured our two existing levels of service to offer a more reasonably priced entry-level service option. This will enable you to choose what you want in cable T.V. viewing. These two levels of service will still be called Basic and Expanded Basic.

**Basic** will consist of off-air broadcast channels, public, educational and government access channels.

**Expanded Basic** will contain all other non-premium cable entertainment channels we currently offer, including ESPN, USA, TNT, Discovery, TBS, Nickelodeon, CNN and more.

***Optional premium services will still be available to all customers.***

***You will have the choice of adding services like HBO, ENCORE, and all the exciting new Pay Per View options, regardless of service level.***

To provide these reconfigured levels of service, we must realign our channels. Enclosed is a new channel line-up card with the complete listing of channels for each level of service. We apologize for any inconvenience as we undertake this transition.

### ***Remember ...***

- Good news — the total price for the modified Basic and Expanded Basic levels of service you currently enjoy will remain the same!
- You do NOT need to make a change in your current service to continue to view the programming you've come to enjoy.
- To provide this low cost basic service, we will have to rearrange your channel line-up.

We appreciate your continued support during these changes and we're committed to bringing you the finest in entertainment and information.

*continued on other side*

# **Important Rate Information**

**YOUR 1993 CABLE TV MONTHLY RATE  
EFFECTIVE JANUARY  
WILL BE**

Basic Cable is \$18.60      Expanded Basic is \$1.15  
We will also be discontinuing the Showcase Special pricing.  
Look for your letter in the mail if you have subscribed to this  
special offer.

HBO will increase 45¢  
(applies to package prices and single purchase)

*Applicable franchise fees and taxes will apply.*

Cablevision of Baton Rouge

Customer Service  
**923-3500**

*Pricing, programming and packages are subject to change.*

# Cable's Still A Great Buy.

FED  
COMMUNICATIONS  
COMMISSION

**C**able television is one of the best entertainment values your money can buy.

As a valued customer, we want to inform you of some changes to your cable service. In 1992, our costs for programming, technology, and general operating expenses have risen more than the increase in the cost of living. In 1993, we are adjusting our rates by the regional cost of living index, plus cost increases from program suppliers. This will enable us to continue bringing you the quality service and entertainment you value.

As you may know, Congress recently adopted legislation which extends greater regulation over cable television rates. The Federal Communications Commission is expected to adopt rate regulation guidelines and rules by mid 1993. Based on current information, we believe the rate adjustments we are taking are consistent with the provisions of the new law.

We regret we cannot yet answer all your questions on the new legislation until the FCC acts. We are committed to complying with the new rules — and doing all we can to make cable television programming and service even better.

*Please refer to the back panel for the new rates and their effective date.*

TBS = 8

# Important Rate Information

**YOUR 1993 CABLE TV MONTHLY RATE  
EFFECTIVE FEBRUARY 1  
WILL BE**

987-4881

Basic Cable — \$19.00

*Applicable franchise fees and taxes will apply to all services.*

## Prices for Other Services

HBO - \$12.70

Showtime - \$11.20

Cinemax - \$11.70

Disney - \$11.20

Encore - \$1.50

Converter W/Remote - \$4.00

The Cable Guide - \$1.00

Expanded Basic - \$2.65

\*\*\* Reduced Rates are Available for Multiple Premium Services \*\*\*



**TCI Cablevision of  
Alabama, Inc.**

*We're taking television into tomorrow.*

Alabama T.V. Cable, Inc.

Hoover/Vestavia/Riverchase **822-8731** *WILSON*

Homewood **942-2922**

Tarrant/Center Point **841-0492**

Hueytown/Fairfield/

Midfield/Pleasant Grove **911-9303**

*Pricing, programming and packages are subject to change.*

B293



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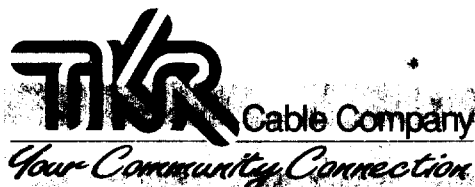
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*Please refer to the back panel for the new rates and their effective date.*

CUSTOMER SERVICE: 779-0771  
 REPAIR SERVICE: 779-0771

ACCOUNT NUMBER		STATEMENT DATES		STATEMENT PERIOD		STATEMENT DATE						
001 0063321		MAY 22, 1992		JUNE 21, 1992		06/02/92						
DATE	DESCRIPTION	AMOUNT										
4/27	PREVIOUS BALANCE	20.00										
	PAYMENT - THANK YOU	20.00 CR										
	NON ADDR CONVERTER	0.00										
	BASIC/ADVANTAGE SVC	21.26										
	GOV'T FEES/TAXES	0.49										
	<b>**AMOUNT DUE**</b>	<b>\$21.75</b>										
PAYMENTS RECEIVED AFTER <b>MAY 13</b> ARE NOT INCLUDED IN THIS STATEMENT												
20.00	-	20.00	+	21.26	-	0.00	+	0.00	+	0.49	=	\$21.75
AN AMOUNT FOLLOWED BY A (CR) IS A CREDIT OR A CREDIT BALANCE												

X



## POLICIES AND PROCEDURES

**CREDIT FOR SERVICE OUTAGES** - In the event of a service interruption which is defined as loss of picture and sound (In NY - lasting more than 4 consecutive hours, In NJ - lasting more than 6 consecutive hours), you may apply for credit. Please note that the outage must occur on either all channels or one or more premium channels, which is not caused by the customer's TV set or the customer. To request credit, please phone or write to your local TKR office. Credit will be issued on a pro-rated basis on a future bill.

**CONVERTER REMOTE** - The converter and all other equipment given to and/or installed in the customer's home to receive TKR Cable services is solely the property of TKR. Failure to return the converter upon termination of service will result in imposed charges for the converter(s) and hand-held remote(s). The fees also apply if TKR equipment is lost, stolen or destroyed. The converter, other equipment and cable wires supplied by TKR are not assignable or otherwise transferrable by the customer. Equipment returned damaged will be estimated and billed accordingly.

**CARE OF TKR PROPERTY** - Our customer agrees not to open, tamper with, service, make any alterations or remove cable from its initial point of installation. If you would like your cable relocated (moved in the same room or to a different room), please phone TKR for an appointment. There will be a fee charged for this service. TKR assumes no responsibility for the condition or repair of any television receiver.

**DISCONNECTION OF SERVICE** - Your account will be considered delinquent if you fail to pay your bill within 45 days after the due date and TKR reserves the right to impose a late fee. Remember, payments are posted upon actual receipt, not their mailing date. All accounts that have a past due balance will receive their next month's bill with a disconnect reminder statement at the bottom and a mid-month letter as an additional notice. There will be no further notice prior to disconnection and there will be an install/trip fee imposed for reconnection of service.

**TERMINATION OF SERVICE** - A customer may terminate cable service at any time by giving TKR prior notice. It is imperative that the converter and any other equipment be returned and that the outlets be disconnected to avoid unnecessary charges. If you are moving within a TKR franchise area, we will certainly offer you a reduced install rate. If you are moving anywhere in the tri-state area, call 1-800-OK-CABLE and your request will be forwarded to your new cable company using your new zip code.

**QUALITY CONTROL** - To insure that we provide the highest quality customer service, TKR managers and supervisors monitor a percentage of incoming calls handled by the customer service department for the purpose of training, re-training and the measurement of service levels. We also have designated technicians assigned to quality control a percentage of all installations and service activity to determine the quality of work being performed in the field.

**EQUAL EMPLOYMENT OPPORTUNITY** - TKR Cable is firmly committed to equal employment opportunity and actively and affirmatively seeks to employ minorities, women and the handicapped. It is also our policy to encourage minority and female entrepreneurs to conduct business in all parts of our operation.

**ADDITIONAL ASSISTANCE** - If a customer is having difficulty getting a concern resolved after working with their local TKR office (phone number and address on the front of this statement), you can call the TKR Corporate Office at (908) 356-8096. If you are not satisfied, the complaint officer at the agencies listed below can intervene on your behalf. Submit your complaint or question in writing to the address below and within 30 days you will receive a disposition of the status of the complaint.

COMPLAINT OFFICER  
New York State Commission on Cable Television  
Empire State Plaza, Tower Building - 21st Floor  
Albany, NY 12223  
(800) 342-3330 -or- (518) 474-2912

COMPLAINT OFFICER  
New Jersey Office of Cable Television  
Department of Public Utilities  
Two Gateway Center  
Newark, NJ 07102  
(201) 648-2670 -or- (201) 648-2671  
(800) 624-6321

CUSTOMER SERVICE: 456-2055  
REPAIR SERVICE: 456-2055

ACCOUNT NUMBER		STATEMENT DATES		STATEMENT PERIOD		STATEMENT DATE	
001 0063321		JANUARY 22, 1992		FEBRUARY 21, 1992		02/02/92	
		TOTAL DUE		TOTAL PAID		TOTAL BALANCE	
12/26	PREVIOUS BALANCE					20.00	
	PAYMENT - THANK YOU					20.00	CR
	NON ADDR CONVERTER					0.00	
	BASIC/ADVANTAGE SVC					20.00	
**AMOUNT DUE**						\$20.00	
PAYMENTS RECEIVED AFTER JANUARY 13 ARE NOT INCLUDED IN THIS STATEMENT							
20.00	-	20.00	+	20.00	-	0.00	+
						0.00	+
						0.00	=
						\$20.00	
AN AMOUNT FOLLOWED BY A (CR) IS A CREDIT OR A CREDIT BALANCE ATTENTION GLOUCESTER CITY, MT. EPHRAIM AND BROOKLAWN CUSTOMERS!! EFFECTIVE 2/1/92 THE 456-2055 CUSTOMER SERVICE LINE WILL BE CHANGED TO 779-0771. PLEASE MAKE NOTE OF THIS CHANGE AND UTILIZE THAT NUMBER WHEN CALLING FOR SALES, BILLING AND SERVICE INQUIRIES. THANK YOU!							

2



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**COMPLAINT OFFICER**  
New Jersey Office of Public Television  
Department of Public Utilities  
Two Gateway Center  
Newark, NJ 07102  
(201) 645-2360 or (201) 645-2471  
(EO) 62121

# THE SWEAT SEASON

COMCAST® PRESENTS

 **COMCAST®**  
We Make You Feel At Home.®

# COMCAST CABLEVISION OF JONES COUNTY

## 1993 CHANNEL LINE-UP

2 CNN  
3 USA Network  
4 HBO\*

14 TNN  
15 Nickelodeon  
16 BBC/Abs

26 TNT  
27 Trinity  
28 CNN 2

A Strong Commitment...

Dear Subscriber:

In the past year, Comcast Cablevision of Jones County has been proud to bring you more of the great quality programs available only on cable television. And we're only getting better. Our own production team and our programming partners at the cable networks have put together the strongest line-up ever for cable viewers looking for quality choices.

~~However, the cost of better programming is more expensive to produce, and to bring to your home. These expenses, and our commitment to providing you with the best, requires us to make an adjustment in our monthly rates. If you look at the 1993 service rates, you'll find a slight increase.~~

We at Comcast Cablevision value your patronage and our commitment to keep our rates competitive in the entertainment marketplace. Here's a brief look at what we've brought you in 1992, and what you can expect from Comcast Cablevision in the future.

**NEWS**...Americans have grown to trust and depend on the reporting of **CNN** to bring around-the-clock news and information.

**SPORTS**...It's not only more major league and college sports such as basketball, football, hockey, and basketball that we're bringing you on **TNT, TBS, ESPN & USA**, we're also committed to providing coverage of sporting events you'd never get to see elsewhere.

I could go on, but you've got the picture. Whether it's blockbuster movies or classic films, educational programming for children or a night of comedy, Comcast Cablevision of Jones County is bringing you programming like no one else can.

Thanks for your continued patronage.

Sincerely,

*Bobby G. McCool*

Bobby G. McCool  
General Manager

No. of Copies rec'd 0  
UNABODE

EX PARTE OR LATE FILED 93020371

92-216 2-4-93

This has been going on for the last 4 or 5 years and it occurs twice a year. About 90% of the channels provide pure crap. Hopefully you can get us some relief.

*Clayton Corley*

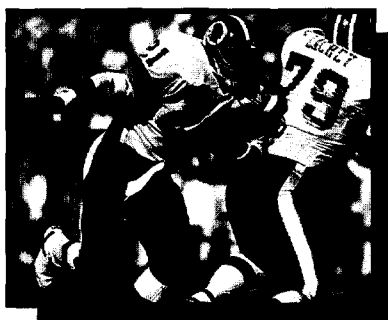
754 Eighth Ave., N., Laurel, MS 39440  
(over)



## A Great New Season



HBO is all smiles when it comes to new comedy specials.



Cable TV's NFL coverage runs you into the Pro Bowl...only on ESPN!



24 original, new movies on USA...take a peek!



Cable TV lands more exclusive documentaries in 93'.

